VOSS portal: PIN change instructions

First time when logging into administration account

My Account
Account settings

➢ Click on MY ACCOUNT at the bottom of the menu options.

    o Click on ACCOUNT SETTINGS from sub-menu

    o Click on **Change Password**

Enter Current Password	
Enter New Password	
Re-enter Password	

        ▪ Enter current password
        ▪ Enter new password
        ▪ Re-enter password
    o Click on **Submit**

For PIN reset OR Operator Escape changes on voice mail box

PIN reset

Location Administration
End Users

Location Name
Madison-MADCITY

➢ Click on LOCATION ADMINISTRATION
➢ Click on END USERS from sub-menu
➢ Click on your location under Location Name
➢ Find the person whose mailbox you are resetting.
    o Scroll through the list (if you have more than 50 people at your   location you may need to select unlimited from the "max results" dropdown and click the Search button).
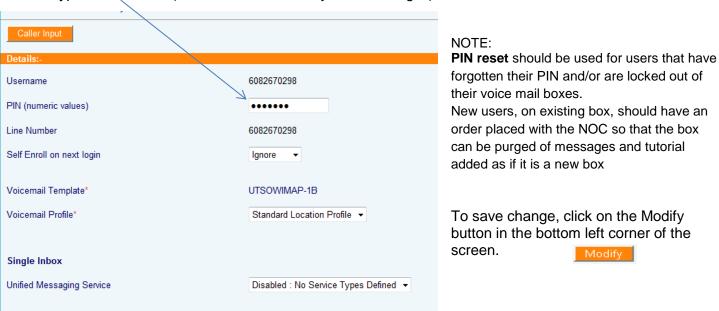   o Or type in entire or portion of mailbox number and click on the SEARCH button
    o Or select "Last Name" under the "Search by" dropdown then type the user's last name in the text box and click on the "Search" button.

Search For	User with Extension ▼	Search by	Pattern includes ▼	Max results	Max results ▼	6082670298	Search

➢ Click the "Y" under the VOICE MAIL column for their account

Search results:-

Username	Name	Location	Associated Device(s)	Voicemail	Extension Mobility
6082670298	Barb Ripp	ATT-P1-HCS-FLAT:ATT-OPS-FLAT:State of Wisconsin -VM Only:DOA:Madison-DOA	N/A	Y	6082670298In service

➢ Type in "new" PIN (follow same rules as system & 7+digits)

Caller Input

Details:-

Username	6082670298
PIN (numeric values)	●●●●●●●
Line Number	6082670298
Self Enroll on next login	Ignore ▼
Voicemail Template*	UTSOWIMAP-1B
Voicemail Profile*	Standard Location Profile ▼
Single Inbox	
Unified Messaging Service	Disabled : No Service Types Defined ▼

Modify

NOTE:
PIN reset should be used for users that have forgotten their PIN and/or are locked out of their voice mail boxes.
New users, on existing box, should have an order placed with the NOC so that the box can be purged of messages and tutorial added as if it is a new box

To save change, click on the Modify button in the bottom left corner of the screen. **Modify**

For Operator escape changes on BASIC, Individual boxes ONLY, on the "manage voicemail account" page
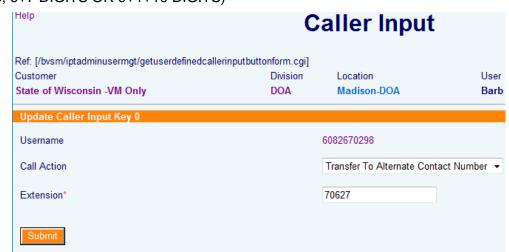 ➢ Click on caller input tab

  ➢ Caller input **0** is the operator escape
  ➢ From here you click on the "0"

  ➢ Under the CALL ACTION drop down menu – click on "Transfer to Alternate Contact number"

  ➢ Enter the Operator Escape number in the "extension" box. **YOU MUST USE THE INPUT SCHEME AS POSTED ON THE INTEGRATION SPREADSHEET**.
        (4,5,6,or 7 DIGITS, 9+7 DIGITS OR 9+1+10 DIGITS)

  ➢ (to delete Op Esc, in the call action button, click on ignore)

  ➢ Click on Submit to change

Log off
Click on log out on bottom left navigation box

Issues/problems with the Voss portal should be reported to the NOC for resolution